

Figure 1: The EEO Administrative Complaint Process with Related Time Frames

Source: GAO, based on EEOC regulations.

^aWhere the agency agrees to offer ADR in the particular case, employees may choose between participation in ADR and counseling activities. ADR generally refers to any procedure agreed to by the parties in a dispute that is used to resolve issues in controversy including, but not limited to, mediation.

If a complaint is one that can be appealed to the Merit Systems Protection Board (MSPB) such as a removal, reduction in grade or pay, or suspension for more than 14 days, 13 the complaint is a "mixed-case complaint." EEOC

^bWhere ADR is chosen, the parties have up to 90 days in which to attempt resolution.

¹³MPSB is an independent quasijudicial agency in the executive branch that adjudicates employee appeals of personnel actions and conducts studies of the federal merit system.